

Solid Waste Services

E-mail us at:
recycle@montgomerycountymd.gov

Call 240-777-6400 about:

- General Waste Reduction, Recycling, & Information on "Buying Recycled"
- Recycling at Work
- Recycling in Apartments & Condominiums
- Grasscycling & Composting
- Solid Waste Facilities

Call 240-777-6410 about:

- Trash Collection
- Recycling Collection
- Special Collections
- Household Hazardous Waste

Go to www.mcrecycles.org to subscribe to:

- Email notification of recycling pick up schedule in inclement weather/holidays
- Email notification of County-provided trash pick up schedules



Order more copies of this guide by calling 240-777-7155.

大量索取這份指南請電洽 240-777-7155.

Ordene más copias de esta guía llamando al 240-777-7155.

Cần thêm bản hướng dẫn này xin gọi 240-777-7155.



This brochure is printed on recycled paper.
PLEASE RECYCLE!



Effective 7/1/06

Department of Public Works
and Transportation

Residents' Guide to Services

Douglas M. Duncan
Montgomery County Executive

Arthur Holmes, Jr.
Director



Need To Reach Us?

DPWT HOTLINE 240-777-7165

montgomerycountymd.gov/dpwt

Department of Public Works & Transportation
101 Monroe Street
Rockville, Maryland 20850-2140

Office of the Director

E-mail us at:
director.dpwt@montgomerycountymd.gov

Call 240-777-7170 about:

- Director's Office Issues
- Community Outreach Programs
- METRO & MARC Rail Oversight
- State Transportation Project Coordination
- Master/Sector Plan Review & Analysis
- Regional Transportation Project Coordination
- Impact Tax & Development Approval Payments

Call 240-777-7155 (or email us at: dpwt.outreach@montgomerycountymd.gov) about:

- Graffiti Removal
- Keep Montgomery County Beautiful Programs
- Adopt-A-Road
- Storm Drain Painting/Marking
- Beautification Grants

Call 240-777-7252 about:

- Leases on County Property
- Closed Schools



Go Montgomery!

Transportation Plan for Our Future

Call 240-777-7170 (or email us at: director.dpwt@montgomerycountymd.gov) about:

- The Go Montgomery! Initiative

**Call 240-777-7165 after business hours
(5pm-8:30am Mon.-Fri., all day Sat. & Sun.) about:**

- Any Public Works or Transportation Concern

Transit Services

E-mail us at:
transit.dpwt@montgomerycountymd.gov

Call 240-777-RIDE (7433) about:

- Operation of Transit Systems: Ride On Metrobus, & Metrorail
- Ride On Schedules, Scheduling Accessible Bus
- Compliments/Complaints on Bus Service

Call 240-777-5800 about:

- Hiring and Training of Bus Operators
- Trash Removal at Bus Stops
- New Service, Routes, Passenger Amenities (shelters, benches, pads, etc.)

Call 301-770-POOL (7665) about:

- Information on Carpooling & Vanpooling
- Employer Outreach & Transit Subsidy Programs
- Keep Montgomery County Moving Committee

Call 240-777-CABS (2227) about:

- Taxicab Licensing & Regulation

Call 240-777-7625 (Taxi Hotline) about:

- Taxicab Service & Performance

Call 240-777-5890 about:

- Medicaid Transportation

Call 240-777-5800 about:

- Call 'N Ride
- Transportation for Seniors & People With Disabilities
- Other human services special transportation programs (formerly "Paratransit" programs)



RIDE ON
MONTGOMERY COUNTY TRANSIT

Capital Development

E-mail us at:
dpwt.dcd@montgomerycountymd.gov



Planning & Design

Call 240-777-7270 about:

- Sidewalks

Call 240-777-7244 about:

- Bikeways

Call 240-777-7223 about:

- Public Roads and Highways
- Transit Facilities
- Bridges
- Storm Drains

Call 240-777-7221 about:

- Building Design
- County Owned Facilities

Call 240-773-3410 about:

- Property Acquisition
- Abandonments of Right-of-Way
- Permanent Closures of Public Roads
- Disposition of Public Property



Construction

Call 240-777-7210 about:

- Building and Highway Construction

Operations



Highway Maintenance

E-mail us at:
highway@montgomerycountymd.gov
Call 240-777-6000 about:

- Potholes
- Sidewalk, Curb, or Gutter Repair & Replacement
- Shoulder Maintenance
- Roadway Resurfacing & Paving
- Maintenance of Trees in the County Right-of-Way
- Scheduled Mowing of County Rights-of-Way
- Storm Drainage Operation & Maintenance
- Leaf Vacuum Collection
- Snow Removal/Ice Treatment

Traffic

E-mail us at:
trafficops@montgomerycountymd.gov
Call 240-777-6000 about:

- Traffic Signals
- Streetlights
- Traffic Signs & Street Name Signs
- Lane Markings & Crosswalks
- Speed Humps & Other Traffic Calming Measures
- Traffic Mitigation Agreement Reviews
- Subdivision Development Plan Review
- Residential Parking

County Facilities

Call 301-279-8111 about:
• Maintenance at County Buildings, Parking Lots & Garages



Parking

E-mail us at:
parking@montgomerycountymd.gov

Call 240-777-8744 (Silver Spring Store) or 240-777-8770 (Bethesda Store) about:
• Purchase of Parking Permits (monthly & residential)
• Cash Key (convenient meter payment method)

Call 240-453-0113 about:
• Parking Meters/Maintenance
• Parking Enforcement & Tickets
• Court Hearings & Appeals

Call 301-279-8111 about:
• Parking Garage or Lot Maintenance

Call 240-777-8740 about:
• Parking Policies. Studies, New Facilities Planning
• Parking Lot Districts & PLD Tax

Who Has Jurisdiction?

DPWT may or may not maintain a certain aspect of a road, depending on whose road it is or what agreements have been reached. This chart provides a general rule of thumb for jurisdictional responsibilities. There are many exceptions! If your issue appears to be a County responsibility, contact the specific office using the numbers in this Guide. If your issue appears to be a State responsibility, contact the Maryland State Highway Administration (MSHA) at 301-513-7300 or 1-800-749-0737.

SHA STATE ROAD (MSHA)



COUNTY ROAD (DPWT)

HOW TO TELL THE ROAD TYPE	State road has a route number posted	County road has only a street name posted
OTHER ROAD TYPES: US OR INTERSTATE	MSHA	
ROAD MAINTENANCE (CURB-TO-CURB)	MSHA	Highway Maintenance Section
SIGNS	MSHA	Traffic Operations Section
TRAFFIC SIGNALS	County first evaluates. Any recommended changes are MSHA's responsibility	Traffic Operations Section
SIDEWALK MAINTENANCE	In general County responsibility	Highway Maintenance Section
SIDEWALK CONSTRUCTION	In general County responsibility	Transportation Design Section, Capital Development
TREES BETWEEN SIDEWALK AND ROAD OR ADJACENT TO THE ROAD	MSHA	Highway Maintenance Section
RIGHT-OF-WAY MAINTENANCE (GRASS) BETWEEN SIDEWALK & ROAD	Adjoining property owner's responsibility	Adjoining property owner's responsibility
MEDIAN MAINTENANCE	MSHA	Highway Maintenance Section